



Retail Businesses Phase One Reopening Strategy in Response to COVID-19

April 23, 2020

Working together, Montanans have succeeded in limiting the person-to-person spread and impacts of COVID-19. This has presented an opportunity to begin a phased reopening of businesses that were previously required to be closed. A directive issued by the governor on April 22 specifically allows for resumption of retail business with reduced capacity and strict physical distancing protocols in place. Please note the following **requirements** for Phase One:

1. Assess the health of all employees at the beginning of each shift. Anyone with respiratory symptoms must be sent home.
2. In establishments where customers wait in a line, provide a way to keep customers who did not arrive together at least 6 feet apart.
3. Close waiting areas where adequate physical distancing cannot be maintained. Encourage customers to call for a reservation or an appointment, or use an online waiting-list application.
4. Keep customers and customer groups at least 6 feet apart. Customer groups are those who patronize a business together (such as a family) This may require:
 - a. Reducing the total number of people allowed in the business at one time;
 - b. Reducing seating in service and waiting areas;
 - c. Managing waiting areas and waiting lines; or
 - d. Developing ways to reduce the amount of contact time between customers and staff.
5. Require all staff to use cloth face masks, and encourage masks for customers.
6. Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocols.

Lewis and Clark Public Health has the following **additional guidance** to help protect staff and customers from disease.

1. **Develop a written plan** to manage Phase One operations. Be sure to address any issues unique to your operations and location.
2. **Use cloth face masks** that fully cover the mouth and nose.
 - a. A cloth face covering will help contain any respiratory droplets from the wearer and protect other people. You could spread COVID-19 to others even if you do not feel sick.
 - b. The cloth face cover is not a substitute for social distancing and good personal hygiene.

- c. You can make cloth face coverings at home or purchase them. If you want to make your own face mask, there are lots of patterns and instructions available. Here are two patterns that are recommended by reliable sources:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

St. Peter's Health:

<https://www.sphealth.org/sites/default/files/making%20a%20basic%20mask%204.6..20.pdf?1586198571129>

- d. If you would like to donate cloth face coverings, visit [Volunteer Helena](#) to find out how.

3. **Support respiratory etiquette and hand hygiene** for employees, customers, and worksite visitors:

- a. Provide tissues and no-touch disposal receptacles throughout the facility.
- b. Provide hand-washing facilities with soap and water and single-use towels. If soap and water are not readily available, provide an alcohol-based hand sanitizer with at least 60% alcohol.
- c. Place hand sanitizers in several locations to encourage hand hygiene.
- d. Discourage handshaking and encourage the use of other noncontact methods of greeting.

4. **Implement engineering controls** as appropriate for your business (those things that do not require action by the employee). These might include:

- a. Installing physical barriers, such as clear plastic sneeze guards.
- b. Installing high-efficiency air filters.
- c. Increasing ventilation rates in the work environment.
- d. Installing a drive-through window for customer service.

5. **Routinely clean** all surfaces touched by customers. Also clean frequently touched surfaces, such doorknobs, handrails, and light switches. Use the cleaning agents that you usually use in these areas, and follow the directions on the labels.

If you have questions or need technical assistance, please call Lewis and Clark Public Health at 457-8900. Thank you for protecting our community from COVID-19.

If you suspect Coronavirus, contact your medical provider.

For a link to this document and other local information: www.lccountymt.gov/covid-19